

Service: georgia.gov Tools and Components: Enterprise Survey and Forms Tool

Service Line: Web Hosting

Status: In production

General Description:

The georgia.gov Enterprise Survey and Forms Tool helps agencies create customized, professional online surveys and basic forms. The tool's template-driven interface takes care of layout and design, enabling customers to focus on creating the questions they need answered by their employees or customers.

Service Level Targets:

N/A

Availability:

- Available to state agencies and entities
- Geographic availability – statewide
- Usage availability – 24 hours a day, seven days a week

Limitations:

- Joining georgia.gov Guide at <http://www.georgia.gov>
- Online access required

Prerequisites:

N/A

Pricing / Charges:

GTA will not charge for the Survey and Forms Tool for FY 2006 and FY 2007. If GTA decides to charge for this service in the future, it will give one year's notice before doing so.

Service Components or Product Features Included in Base Price:

- Enterprise Survey and Forms Tool
- Unlimited creation of surveys or online forms

- Multiple question formats, including radio buttons, checkboxes, text boxes and other formats
- Conditional questions that navigate users to other questions based on responses
- Built-in validation for required answers
- Analysis and reporting tools
- E-mail notifications
- Preview / Test functionality to review or edit a survey or form before it goes live

Options Available for an Additional Charge:

N/A

Service Components or Product Features Not Included:

N/A

What GTA Provides:

- Technical environment for the Survey and Forms Tool
- Training to a site administrator on how to use and manage the tool
- Consulting on survey development
- Customer support

What the Customer Provides:

- Resources for administrator training
- Resources to coordinate tasks with GTA to establish the customer's account.
- Content for the survey
- Resources to design and create surveys or forms
- A registration for each survey created

Service Support:

Customers of the georgia.gov Content Management Service are provided with e-mail and basic telephone support 24 hours a day, 365 days a year.

1. **Telephone and E-mail Support:** GTA agrees to provide its Content Management Service customers support via e-mail at CommandCenter@gtga.ga.gov and by telephone at (404) 656-7378.
2. **Support Response:** GTA will use reasonable efforts to respond to all support calls and e-mails as quickly as possible.
3. **Resolution:** GTA will use reasonable efforts to resolve service interruptions that are within the control of the georgia.gov Content Management Service.

4. **Scheduled Maintenance Notification:** GTA plans several scheduled maintenance windows each year (usually on early Sunday mornings, from 3 a.m. - 6 a.m.) to maintain and increase the availability and performance of the Content Management Service.
5. **Primary Customer Contact:** To obtain support, the customer must name a primary contact to act as the customer's support liaison. (The primary contact is listed on the User Information Form when the account is setup.) If the primary contact is not available, the customer may name an alternate contact.

Note: Customers must provide GTA with all contacts' names, e-mails and phone numbers. This information will be used to validate support requests made to GTA and to send service updates and outage notifications. The customer needs to keep this information current.

Service Issue Escalation:

GTA Content Management Support Process:

Telephone: (404) 656-7378

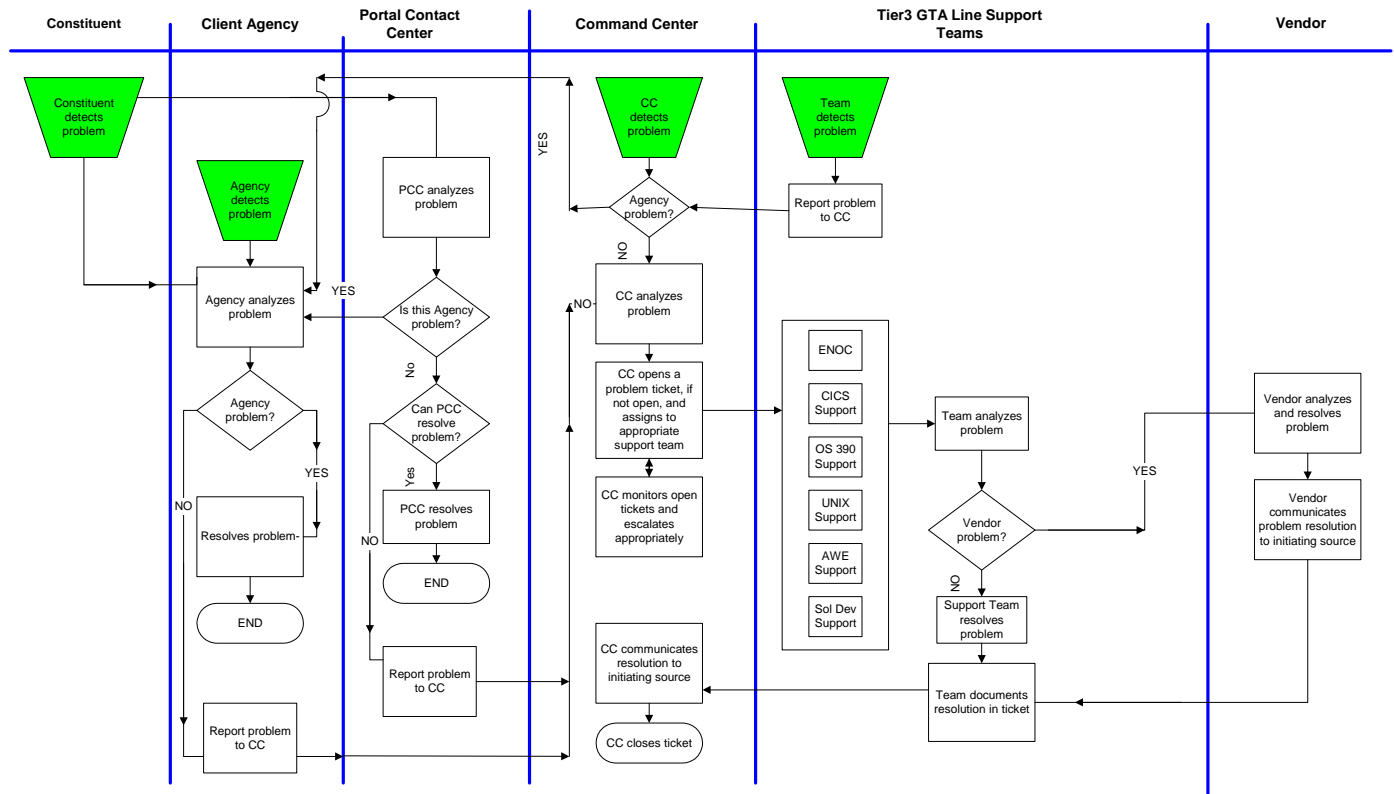
E-mail: consolidatedhelpdesk@gta.ga.gov

Unplanned Work Support Model:

If an end user of a customer application using the georgia.gov Content Management Service experiences a problem, they should:

1. Notify the customer's Contact Center.
2. The customer determines if the problem is within their application or with the georgia.gov Content Management Service.
3. If the problem is with the Content Management Service, the customer primary contact contacts the GTA Command Center. The GTA Command Center is staffed 24 hours a day, 365 days a year.
4. A GTA internal ticket will be created and assigned to the appropriate resources responsible for resolving the escalated problem.

Support Model for Unplanned Work



Benefits / Advantages:

- Non-technical users can create and manage online surveys and forms
- Rapid deployment of applications and surveys
- Training on user interface tips and techniques to help yield the best responses

How to Start this Service:

- Contact the GTA Office of Marketing Solutions at gtasolutionsmrktg@gtga.ga.gov or (404) 651-6964 to be put in touch with your GTA Account Manager.

Related Services and Products:

- georgia.gov Application Hosting Service
- georgia.gov Content Management Service

Other Information: <http://georgia.gov/survey>

Terms and Definitions:

N/A